

STANDARD OPERATING PROCEDURE (SOP)

DOCUMENT ID: SOP-072 VERSION #7	TITLE: KEY REQUEST - FOR AUTHORIZED DC STUDENTS	SEARCH KEY:
PURPOSE:	<ul style="list-style-type: none"> Protocol for issuing a key request to authorized students, and includes procedures for returning keys, key renewal, unreturned keys, and lost/stolen keys. 	POST TO: Public Website <input checked="" type="checkbox"/> DC Connect <input checked="" type="checkbox"/>
SCOPE (Applies To):	<ul style="list-style-type: none"> ADMINISTRATORS (Deans, Directors, Managers and Supervisors, etc.) COLLEGE BOOKSTORES (COQUITLAM & NEW WESTMINSTER) DC STUDENTS FINANCE REGISTRAR'S OFFICE (RECORDS) ROOM BOOKINGS (FACILITIES/SITE SERVICES) 	
STATUS: FINAL	AUTHOR: A.HODGSON, MANAGER, FACILITIES SERVICES	CREATED: 2015/02/13 (yyyy/mm/dd)
	RESPONSIBLE OWNER: FACILITIES /SITE SERVICES	
PROCESS REVISIONS:	REVISION AUTHOR: JOHN DOHERTY, SUPERVISOR, FACILITIES / SITE SERVICES - ROOM BOOKINGS (NWC) CONTACT INFORMATION: 604-527-5362	REVISED: 2019/12/16 (yyyy/mm/dd)
RELEVANT FORMS:	Student Key Request Form – See Step 2 of this SOP	REVISED: (yyyy/mm/dd)
ACCORD/POLICY APPROVAL BODY:	<ol style="list-style-type: none"> M. COSTANTINO, ASSOCIATE DEAN, LLPA D. JACKSON, MANAGER, FACILITIES SERVICES N. KERR, MANAGER, FINANCIAL INFORMATION A. MACMILLAN, ASSOCIATE REGISTRAR C. MAHOOD, ADMINISTRATIVE OFFICER, RIO J. SCAGLIONE, SUPERVISOR, SITE SERVICES L. VALECOURT, MANAGER, FACILITIES SERVICES 	DATE APPROVED: 2015/07/10 (yyyy/mm/dd)
QUALITY ASSURANCE FORMAT APPROVAL: <input checked="" type="checkbox"/> ADMINISTRATORS' COMMUNITY OF PRACTICE (ACP) SOP SUBCOMMITTEE <input checked="" type="checkbox"/> THOR BORGFORD, VICE-PRESIDENT, ACADEMIC AND PROVOST		DATE APPROVED: 2015/08/28 (yyyy/mm/dd)
RELEVANT POLICY:	Douglas College Administration Policies <ul style="list-style-type: none"> College Facilities Use 	
RELEVANT ACRONYMS & DEFINITIONS:	Approver: Dean, Director, Supervisor, or authorized designate COQ: Coquitlam Campus DC: Douglas College ID: Identification NWC: New Westminster Campus RO: Registrar's Office	

TO ISSUE A STUDENT KEY REQUEST

STEPS:

1. Before completing a key request an authorized Douglas College **student** will require the following information from his/her **Administrator** (e.g., Dean, Director, or Supervisor, etc.) to whom they report:
 - ✓ **Approver Email address** (e.g., Dean, Director or Supervisor)
 - ✓ **Start and End Date**
 - ✓ **Student ID Number**
 - ✓ **Department**
 - ✓ **Personal Cell Number**
 - ✓ **Personal Email**
 - ✓ **Room Number** for required keys
2. Once a **student** has received authorization for a College key request from his/her reporting **Administrator**, s/he will go to [Douglas College](http://www.douglascollege.ca) website and:
 - Search **Facilities**: <https://www.douglascollege.ca/about-douglas/campus-facilities>
 - Click on **Student Key Requests**: <http://www.douglascollege.ca/about-douglas/campus-facilities/student-keys> and complete a *Key Request* on-line form for either the:
 - **New Westminster Campus**, or
 - **Coquitlam Campus**
3. By completing a key request form, the **student** will acknowledge and accept the following terms and conditions:
 - A hold will be placed on their student record (i.e. transcript) if they do not return the key at the end of the access period, and;
 - a \$50 fine will apply for lost or stolen keys.
4. Once the **student** has completed the on-line key request form, the request will go directly to their **Approver** (e.g., reporting Supervisor, Dean, Director, or designate) for authorization, and a copy will go to **Facilities Services**.
5. The **Approver** (e.g., reporting Supervisor, Dean, Director, or designate) will review the key request and if accepted, will email confirmation to **Facilities Services** at:
 - **New Westminster** - roombookings_nw@douglascollege.ca or
 - **Coquitlam** - roombookingscoq@douglascollege.ca
6. **Facilities Services** will reply to the **Approver** and email the authorized *Student Deposit/Lost Key Form* to the **student**.
7. The **student** will print off the authorized key request form and take the form to the applicable campus to pay a \$10 key deposit:
 - **New Westminster** - The **Bookstore (Room: S1700)** or
 - **Coquitlam** - The **Bookstore (Room: A1507)**

TO ISSUE A STUDENT KEY REQUEST (cont.)

STEPS:

8. Upon receipt of an authorized key request form, the **Bookstore** will:
 - Collect a \$10 deposit from the **student**
 - Stamp the form to confirm deposit has been paid
 - Retain a copy of the form for department records
 - Return the original form to the **student**

9. The **student** will take the authorized key request form to **Facilities /Site Services** to pick up their keys at the applicable campus and bring photo ID:
 - **New Westminster** Campus: **Room S4800**
 - **Coquitlam** (David Lam) Campus: **Room: B3112**

10. Upon receipt of an authorized key request form, **Facilities Services** will review the form to confirm that a deposit has been paid, and will issue key(s) to the **student**.

TO RETURN KEYS

STEPS:

1. Three weeks prior to the access period end date, **Facilities Services** will send an email reminder to all **students** who have been issued college keys requesting that they return keys by an assigned deadline date, and indicate that failure to return the key(s) by the deadline, will result in a hold being placed on the **student's** record.

2. The **student** will return all college key(s) to the applicable **Facilities Services** (NWC **Room: S4800** or COQ **Room: B3112**) before the deadline date.

3. Upon receipt of College key(s), **Facilities Services** will:
 - confirm returned key(s)
 - send an email confirmation to **Finance** (accounts@douglascollege.ca) to initiate a refund for the \$10 deposit, and include the following in the email Subject: *Key Refund - Student's name and Student number*
 - Inform the **student** that a cheque will be issued approximately 3-4 weeks from the date the keys are returned.

KEY RENEWAL

STEPS:

1. If a **student** has received a key extension from their reporting **Administrator, s/he** must complete the electronic Key Request Form to renew their key request before the conclusion of their current access period (*see Step 1 in this document*).
2. Once **Facilities Services** has received confirmation of key authorization from the **Approver**, they will update the key records and notify the **student** by email that their access has been renewed for the extended access period.
3. If a key authorization has not been approved for renewal, **Facilities Services** will notify the **student** by email to return College key(s).

KEYS NOT RETURNED

STEPS:

1. If a **student** does not return a College key(s) by the established deadline date, **Facilities Services** will:
 - send a second email reminder to the **student** to return key(s), and;
 - contact the **Registrar's Office (RO) Record's Department** to place a "key hold" (KE) on the **student's** record.
2. Once the **student** has returned college key(s), **Facilities Services** will:
 - initiate a refund of the \$10 deposit to **Finance**
 - contact the **RO Records Department** to release the key hold from the student's record.

LOST OR STOLEN KEYS

STEPS:

1. If a College key is lost or stolen, the **student** will immediately notify **Facilities Services** at:
 - **New Westminster** - roombookings_nw@douglascollege.ca or
 - **Coquitlam** - roombookingscoq@douglascollege.ca
2. **Facilities Services** will email a *Student Deposit/Lost Key Form* to the **student**.

LOST OR STOLEN KEYS (cont.)

STEPS:

3. The **student** will print off the *Student Deposit/Lost Key Form* and bring it to the applicable campus to pay a \$50 lost/stolen key fine:

- **New Westminster** - the **Bookstore** (Room: S1700) or
- **Coquitlam** - the **Bookstore** (Room: A1507)

Note: If a **student** requires a replacement key, s/he must repay the \$10 deposit for a new key, plus the cost for lost or stolen keys, for a total of **\$60**.

4. Upon receipt of an authorized *Student Deposit/Lost Key Form*, the **Bookstore** will:
 - Collect applicable fees from the **student**
 - Stamp the form to confirm deposit has been paid
 - Retain a copy of the student deposit/lost key form for department records
 - Return the original form to the **student**
5. The **student** will take the key request form to **Facilities Services** at:
 - **New Westminster** - **Room S4800**, or
 - **Coquitlam** - **Room B3112**
6. Upon receipt of an authorized key request form, **Facilities Services** will:
 - Review the form to confirm that the applicable fees/deposit has been paid,
 - Issue a new key(s) to the **student**, and if applicable,
 - Contact the **RO Records Department** to release the key hold (KE) on the **student's** record, if the key was lost at the end of the access period and not returned.